



Zip InLine

Electronically controlled instantaneous water heaters.

Model number:
CEX-O, CEX-U



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- Please read these instructions carefully before commencing installation of the instantaneous water heater.
- Please leave these instructions with the end user after installation.
- To ensure you have a copy of the latest instructions visit www.zipwater.co.uk.

IMPORTANT:

PLEASE READ THESE INSTRUCTIONS CAREFULLY. NOTE THE SAFE OPERATIONAL REQUIREMENTS, WARNINGS AND CAUTIONS. USE THIS PRODUCT CORRECTLY AND WITH CARE FOR THE PURPOSE FOR WHICH IT IS INTENDED. FAILURE TO DO SO MAY CAUSE DAMAGE AND/OR PERSONAL INJURY, AND WILL INVALIDATE THE WARRANTY. RETAIN THESE INSTRUCTIONS FOR FUTURE USE.

WARNINGS

- Installation, commissioning and maintenance of this appliance must only be carried out by a competent installer who will then be responsible for adhering to all relevant standards and regulations.
- If inlet temperature is up to 70 °C (eg. fed from a solar supply) mixing with cold water will be required to ensure a safe temperature at the outlet.
- Do not remove the front cover under any circumstances before switching off the mains electrical supply to the unit.
- Never make technical modifications, either to the appliance itself or the electrical leads and water pipes.
-  The appliance must be earthed at all times.
- Pay attention to the fact that water temperatures in excess of approx. 43 °C are perceived as hot, especially by children, and may cause a feeling of burning. Please note that the fittings and taps may be very hot when the appliance has been in use for some time.
- The values stated on the rating plate must be observed.
- In case of malfunction, disconnect the mains power supply immediately. In case of leaks, cut off the mains water supply instantly. Repairs must only be carried out by the customer service department or an authorised professional.
- This appliance can be used by children aged 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have

been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be performed by children without supervision.

- If the appliance is factory equipped with a power supply cable, it must be replaced with an original spare cable from the manufacturer in case of damage by an authorised technician in order to avoid any hazards.
- In accordance with EN 60335, the appliance must be permanently connected to the supply through an isolating switch with a contact separation of at least 3 mm in all poles and be protected by a suitably rated RCD.
- The wall bracket must be secured with the supplied screws and dowels. The appliance must be secured to the wall bracket. The appliance may only be operated if it has been properly mounted on the wall bracket.
- The required water resistance may not fall below the value stated on the rating plate at any time.

To observe additionally for pressureless installation:

- The water outlet behind the devices must not be blocked, and the water flow must not be restricted.
- The water outlet facilities, such as shower heads must be decalcified regularly. Deposits must be removed at regular intervals.
- Only the fittings recommended by the manufacturer may be used.
- If the appliance is exclusively connected to a single shower, only the shower heads recommended by the manufacturer may be used. No other fittings or appliances which decrease the water flow to the shower may be installed.

⚠ CAUTIONS

- Optimum operation is ensured at a water flow pressure of 0.2 to 0.4 MPa (2-4 bar). The appliance must not be subjected to pressure exceeding 1.0 MPa (10 bar).
- The appliance must only be used when correctly installed and in perfect working order.
- The appliance must be installed in a frost-free room and must never be exposed to frost.
- The CEX-O and CEX-U range is not intended for use with thermostatic mixing valves or taps. If thermostatic mixing valves or taps are to be used, their compatibility with the instantaneous water heater must be verified under site operating conditions.
- The appliance must be completely filled with water before being switched on.
- Before commissioning for the first time and each time the appliance or the piping system is emptied (e.g. due to work on the plumbing system or maintenance), the appliance must be purged by opening and closing the hot water tap until all air has been eliminated from the water heater and no more air emerges, before re-connecting to the electrical supply.
- The appliance must only be used for heating wholesome (or cat 1) water. The specific water resistance must not fall below the required value indicated on the rating plate. The appliance must not be used for any other purpose.
- Incoming water temperature must not exceed that stated in Technical data.
- The Zip InLine is intended for connection to mains supply only. In any other case please contact Zip on 0345 6 005 005 for advice.
- **Zip Water UK cannot be held liable for any damages caused by failure to observe these instructions.**

GENERAL PRODUCT DESCRIPTION

The instantaneous water heater CEX-U / CEX-O is an electronically controlled, pressure-resistant water heater for a decentralised hot water supply to one or more outlets.

Its electronic control regulates the heating power consumption depending on the selected outlet temperature, the respective inlet temperature and the flow rate, thus reaching the set temperature exactly to the degree and keeping it constant in case of pressure fluctuations. The required outlet temperature can be entered on a keypad and can be read off the digital display.

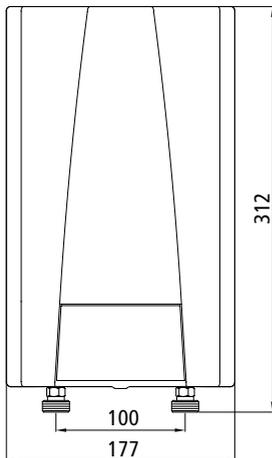
APPROVALS

Zip InLine CEX-O and CEX-U are VDE approved to the LVD and EMC directives and are CE marked.

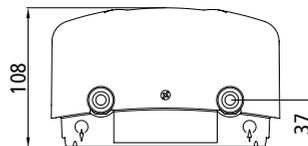
Zip InLine CEX-O and CEX-U have been examined, tested and found when correctly fitted to comply with the requirements of the United Kingdom Water Regulations / Byelaws (Scotland).

The products are listed under the WRAS (Water Regulations Advisory Scheme) Water Fittings and Materials Directory.

DIMENSIONS



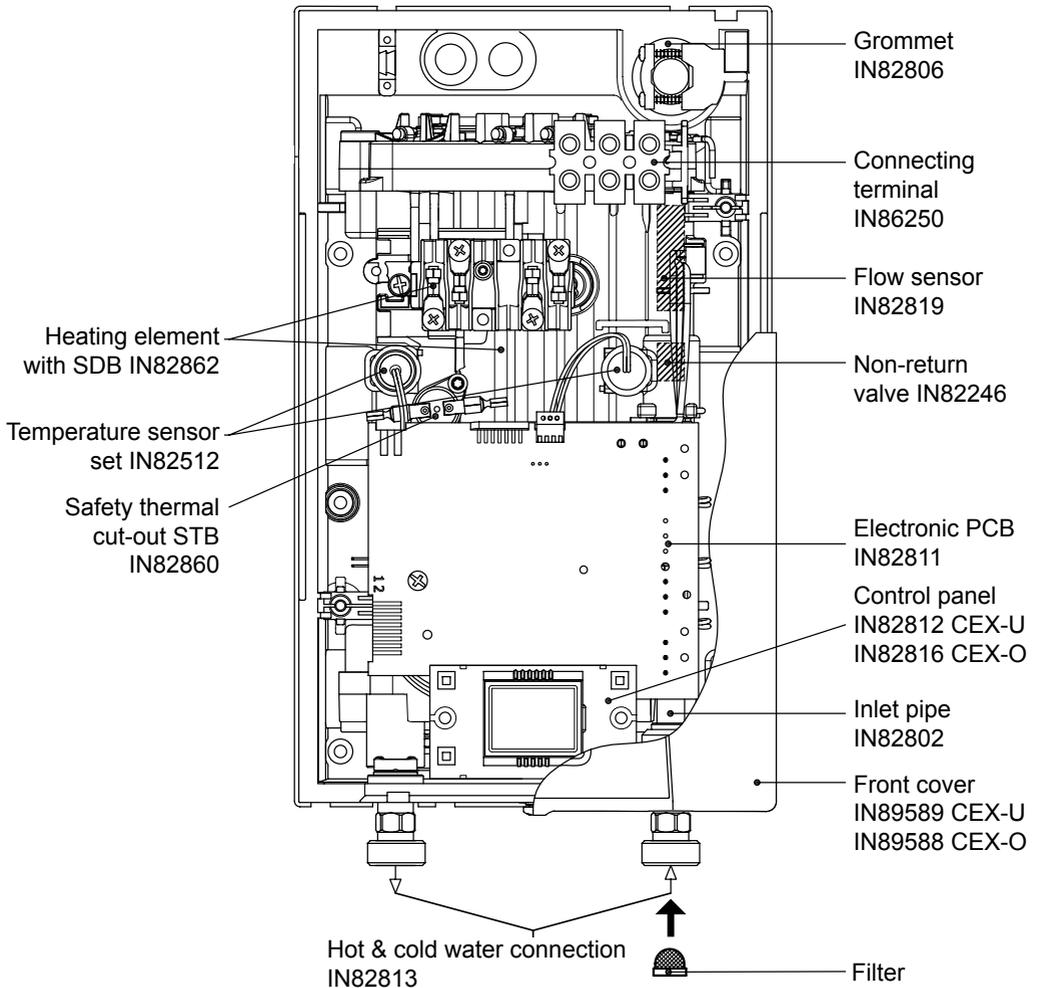
Dimensions in mm



SPARE PARTS

When ordering spare parts, please always specify the appliance model and serial number.

Spares are available, however they may be on a made to order basis.



TECHNICAL DATA

MODEL	Zip InLine			
	CEX-O		CEX-U	
Installation	Over-basin		Under-basin	
Declared load profile	XS			
Energy efficiency class *)	A			
Energy efficiency (η_{wh}) *)	40 %			
Annual electricity consumption *)	466 kWh			
Rated power (Rated current)	6.0 / 9.6 kW (27.3 / 40 A)			
Chosen power (Chosen current)	6.6 kW (28.7 A)	8.8 kW (38.3 A)	6.6 kW (28.7 A)	8.8 kW (38.3 A)
Electrical connection	1/N/PE 220..240 V AC			
Min. required cable size	3 × 4 mm ²	3 × 6 mm ²	3 × 4 mm ²	3 × 6 mm ²
Hot water (l/min) max. at $\Delta t = 33 K$	3.8	5.0	3.8	5.0
Rated volume	0,3l			
Rated pressure	1.0 MPa (10 bar)			
Connecting type	pressure resistant / pressureless			
Heating system	Bare wire heating system IES®			
Required spec. water resistance @ 15 °C	≥ 1100 Ωcm			
Spec. electrical conductivity	≤ 90.9 mS/m			
Inlet temperature	≤ 70 °C			
Flow rate to switch on – max. flow rate	2,0 – 5,0 l/min ¹⁾			
Pressure loss	0.2 bar at 2.5 l/min		1.3 bar at 9.0 l/min ²⁾	
Temperature choice	20 °C – 55 °C			
Water connection	G ½"			
Weight (when filled w. water)	2.7 kg			
VDE class of protection	I			
Water protection class	IP25		IP24	
Type of protection / safety	   			

*) The declaration complies with the EU regulation No 812/2013

1) Flow rate limited to achieve optimum temperature rise

2) Without flow regulator

The cable size may not exceed 10 mm²

All data quoted at nominal supply voltage. Standard European voltage tolerances of -6 % to +10 % may be applied.

A minimum water pressure of 0.2 MPa (2 bar) is recommended for optimum performance.

Maximum flow rate will be achieved at a water pressure of 0.6 MPa (6 bar).

The appliance must not be subject to more than 1.0 MPa (10 bar).

Instantaneous performance calculations

$$\text{Temperature rise } ^\circ\text{C} = \frac{\text{(Nominal power rating (kW))} \times 14.3}{\text{Flow per minute (litres)}}$$

Requirements

The following regulations must be observed:

- **EN 806**
- **The installation must comply with current IEE regulations and relevant Local Authority requirements**
- **The rating plate and technical specifications**
- **Only functional and appropriate tools must be used during the installation**

Installation site

- Appliance must only be installed in frost-free rooms. Never expose appliance to frost.
- The CEX-O is designed for wall mounted installation and has to be installed with water connectors downward. CEX-U for under-basin installation must be installed with the water connections upward.
- The CEX-O complies with protection type IP25. The CEX-U complies with protection type IP24.
- In order to avoid thermal losses, the distance between the instantaneous water heater and the tapping point should be as small as possible (< 2m).
- For maintenance work, a shut-off valve should be installed in the supply line. The appliance must be accessible for maintenance work.
- Hot and cold water connecting pipes should be WRAS approved and of copper or steel construction. Plastic pipes may only be used if they conform to EN 16893, Series2. The hot water pipes must be thermally insulated.
- The specific resistance of the water must be at least 1100Ωcm at 15 °C. The specific resistance can be asked for with your water supply company.
- When considering the location of the heater, consideration should be given to the safe and visible disposal of any water resulting from leaks and seepage. This is particularly relevant when the heater is located in a cupboard or any concealed location. For guidance please call Zip on 0345 6 005 005.

Electrical connection

Only undertaken by a competent person familiar with electric instantaneous water heaters !

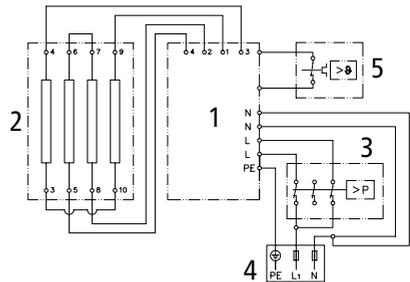
Please observe:

- **The electrical installation must comply with current IEE regulations and relevant Local Authority requirements**
- **The rating plate and technical specifications**
- ** The appliance must be earthed!**

Structural prerequisites

- The appliance must be installed via a permanent connection.
- Heater must be earthed!
- A maximum cable size must be observed: 10 mm².
- Take care to protect the wiring from damage during installation and ensure that the wiring is not directly accessible after installation.
- The appliance must be permanently connected to the supply through an isolating switch with a contact separation of at least 3 mm in all poles and be protected by a suitably rated RCD.

Fig. 4



Wiring diagram

1. Electronic circuitry
2. Heating element
3. Safety pressure cut-out
4. Terminal strip
5. Safety thermal cut-out



Check that the power supply is switched off prior to electrical connection!

- Dismantle off the power cable in order to insert the cable with its outer insulation through the water splash protection sleeve up to the cord grip into the appliance.
- Lead the cable through the water splash protection sleeve into the appliance in order to securely fix the outer insulation of the cable with the cord grip. If necessary, use one of the three predetermined breaking points for the cable entry (at the right, left or top). The protective sleeve prevents water from entering the appliance alongside the connection line. The protection sleeve must be used!
- Mount the cord grip. The cord grip must be used!
- Strip the cables and plug them in the connecting terminals according to the wiring diagram. The appliance must be earthed.
- Ensure that all connections are fully tightened and secure.
- Following electrical connection, fit the front cover. Make sure not to trap any cables between the front cover and the body of the appliance.

Fig. 5

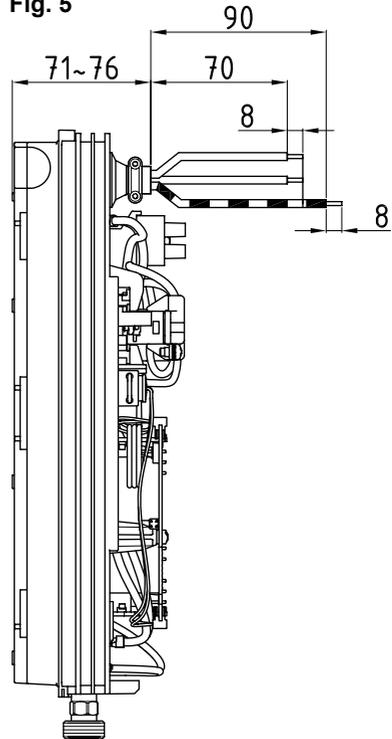
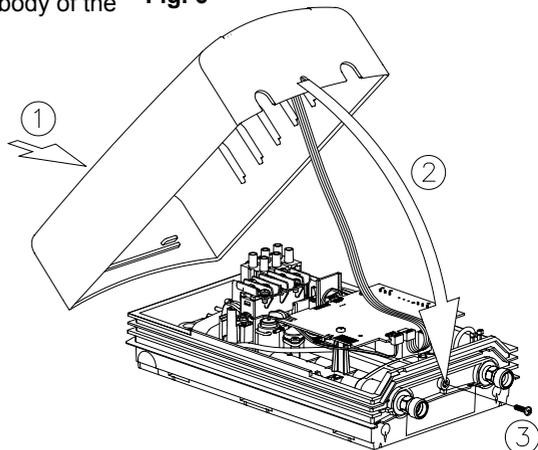
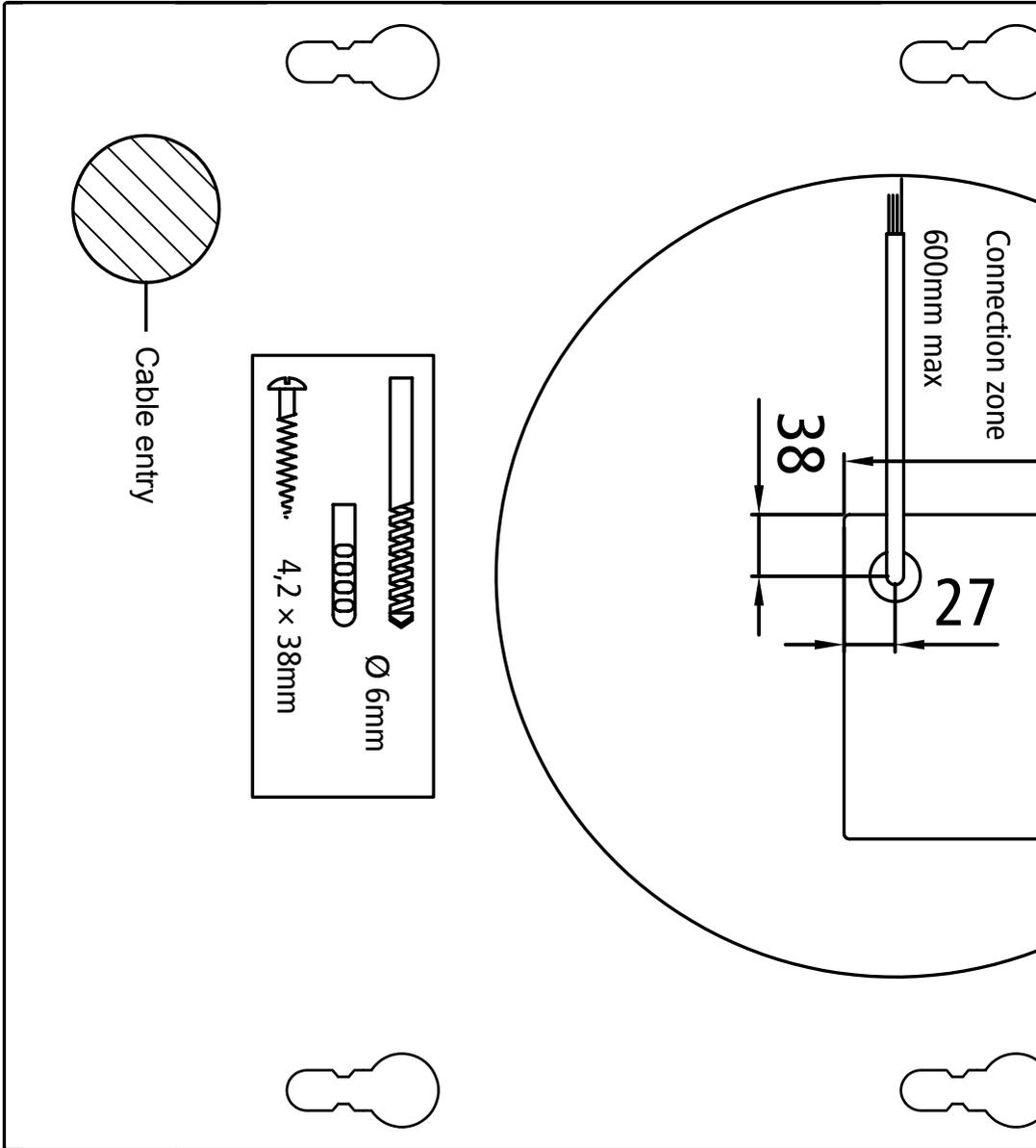
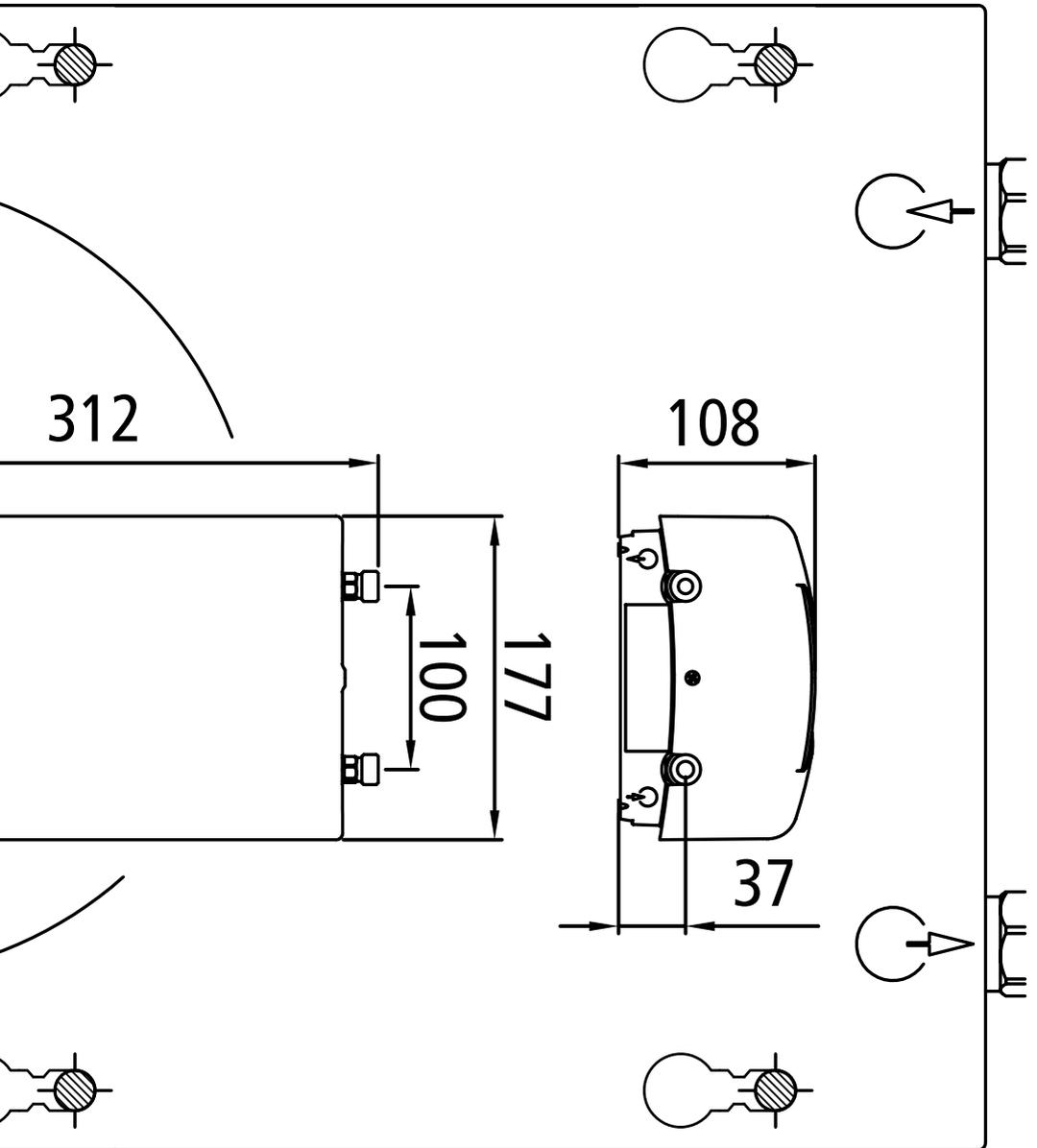


Fig. 6







! To prevent damage to the appliance, the instantaneous water heater must be purged of air before using it for the first time.

Before connecting the electrical supply, open and close the hot water tap until the water runs smoothly and no more air emerges.

To ensure a maximum flow, remove any existing aerator from the tap. Flush the warm and cold water pipes each at least for one minute.

After every draining (e.g. after work on the plumbing system or following repairs to the appliance), the heater must be re-purged in this way before starting it up again.

If the water heater does not function, the temperature cut-out or the pressure cut-out may have tripped during transport. If necessary, reset the cut-out.

Selection of power rating

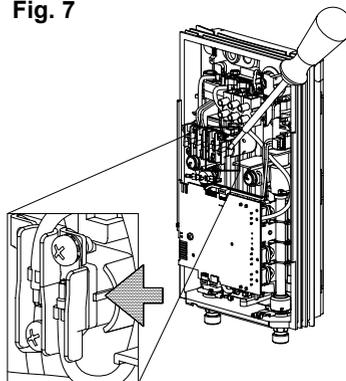
Only undertaken by a competent person familiar with electric instantaneous water heaters.

Upon first connection of the appliance to the supply voltage, select the maximum power rating.

The maximum power rating of the appliance can be selected as either 8.8 kW or 6.6 kW at the time of installation. The appliance will only commence normal operation after selection of the power rating. The maximum power rating should only be selected with reference to the technical data table, after ensuring that correct cable sizing and fuse protection is in place and with regard to local site conditions and IEE electrical regulations.

- Switch on the power supply to the appliance. The digital display on the appliance must light up.
- When switching on the power supply for the first time, the value “88” flashes in the display. If not, please carefully read the Re installation section

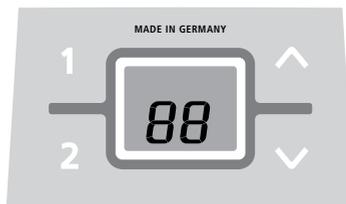
Fig. 7



Multiple Power System:

The rated capacity (max. power consumption) is 8.8 kW / 230 V and can be reduced to 6.6 kW.

Fig. 8



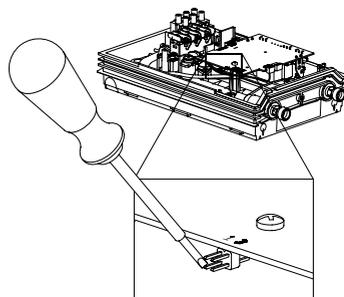
of these instructions.

- Select the maximum allowable power rating depending on the local situation via the up  and down  arrow keys: 8.8kW (display “88”) or 6.6kW (display: “66”) 230 V.
- Press key  to confirm the setting. The appliance starts operating.
- Mark the set power rating on the rating plate.
- Open the hot water tap. Check the function of the appliance.
- After having set the maximum allowable power rating, the heating element will be activated after approx. 10 - 30 seconds of water flow.
- Explain operation of the appliance to the end user and leave the operating instructions for their reference.
- Complete the product registration card and return it to Zip or register the product on line at www.zipwater.co.uk/product-registration.

Reinstallation

- If the appliance is to be recommissioned under different installation conditions it may be necessary to alter the maximum power rating.
- This should only be done by a competent installer.
- To re-set the maximum power rating use a screwdriver (compliant to EN 60900, current issue) to short circuit the two pins as shown in Fig. 9.
- This will reset all heater parameters to factory settings.
- Value “88” will flash in the display panel until the maximum power rating has been selected.

Fig. 9



Shower application

The water heater's temperature must be limited to 55°C, if it is connected to a shower. The service menu parameter “Temperature Limit” (“tL”) must be set to a value less or equal 55°C (in consultation with the customer) and the lock level must be activated.

When the device is operated with preheated water, it must be ensured that this temperature is limited to 55°C as well.

Lock level

The operating mode of the appliance can be restricted. The service menu can be used to configure the appliance.

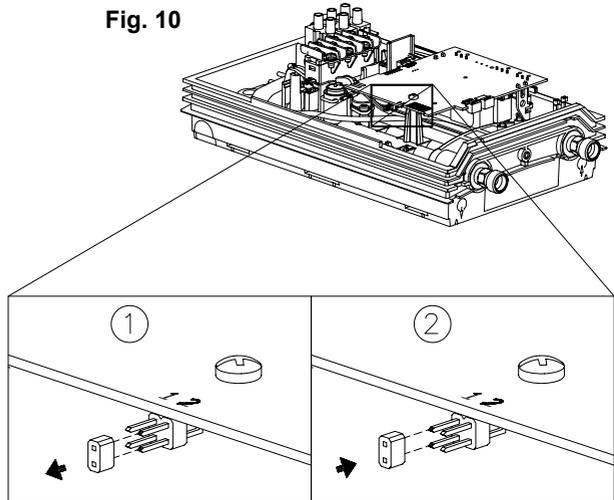
Activation of the lock level

- Set required lock level in the service menu (refer to chapter “Service menu” in this installing instructions).
- Disconnect the appliance from the power supply.
- Move the jumper on the power electronics (PCB) from pin 2 to pin 1 (see figure 10).
- Reconnect the power supply to the appliance.

Deactivation of the lock level

- Disconnect the appliance from the power supply.
- Move jumper from pin 1 to pin 2 (see figure 10).
- Reconnect the power supply to the appliance.

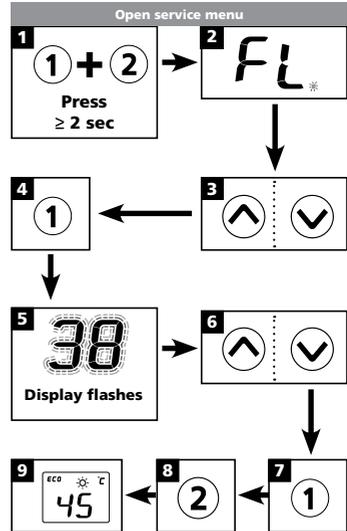
Fig. 10



The service menu offers an overview of system parameters and is used for diagnostics.

Press key ① and key ② simultaneously for at least 2 seconds to call up the service menu, the display confirms by “FL” and by a flashing point. Use the arrow keys (⬆) and (⬇), to switch between the individual menu items.

Press key ① to see the value of the currently selected menu. The value flashes in the display. (The value of some parameters can be adjusted by using the arrow keys (⬆) and (⬇).) Get back to the drop-down-menu by pressing key ① again. With key ② return to the standard display (nominal value). After two minutes without any key stroke the system automatically switches back to the standard display.



Menu item order of “Service menu”:

↑	<i>FL</i>	Flow:	Flow rate (l/min)
↑	<i>Po</i>	Power:	Power consumption (kW)
↑	<i>t1</i>	Temp in:	Inlet temperature (°C)
↑	<i>t2</i>	Temp out:	Outlet temperature (°C)
⬇	<i>[R]</i>	Control value:	Calibration value of the control system (40 - 60)
⬇	<i>PL</i>	Power limit:	Maximum power setting (kW)
⬇	<i>Er</i>	Diagnostics:	Last ten diagnostic messages (see below)
⬇	<i>LL</i>	Lock level:	Current lock level setting (see below)
⬇	<i>nr</i>	Software version:	Installed software version
⬇	<i>[h]</i>	Radio channel:	Radio channel of heater and remote control
⬇	<i>rS</i>	Received strength:	Signal quality of remote control (10% - 100%)
⬇	<i>tL</i>	Temperature Limit:	Set maximum temperature limitation (°C)
⬇	<i>!E</i>	Signal:	Quality of radio contact with diagnostic display

“Er“: Diagnostics

Indication of the last ten diagnostic messages.

The error code is indicated by the first displayed value after pressing key ① (refer to “Trouble-Shooting & Diagnostics” in the front cover). By using the arrow keys ⬆ and ⬇ the last 10 error codes are displayed chronologically. The display indicates in turn the error numbers from “0” to “9” and the corresponding error. The last error will be recorded at position “0” and the former ones each shifted 1 position backwards.

“LL“: Lock level

The operating mode of the appliance can be restricted.

Setting Options:

- “0” no restriction (factory setting)
- “1” Disables “Reset to factory setting”. Parameters can be seen, but not be modified in setup menu
- “2” As “1”, additionally service menu cannot be displayed.
- “3” As “2”, additionally program 1 and 2 set temperature values cannot be changed
- “4” As “3”, additionally set temperature value on appliance cannot be changed.

Note: When lock level 1, 2, 3 or 4 is selected the system parameters cannot be modified in the service menu.

In order to modify system parameters it is necessary to remove the jumper from the main PCB as described under “Deactivation of the lock level”.

Temperature setting

To set the required temperature gradually to a lower or higher value, use the arrow keys (▼) and (▲).

- Pressing a key once briefly changes the temperature by 0.5°C between 35°C and 42°C and by 1°C outside that range.
- Pressing a key for a longer time changes the temperature continuously.

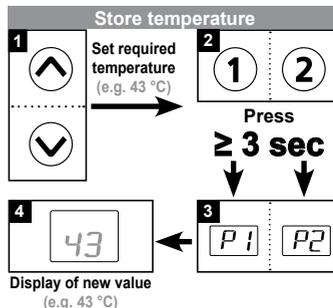
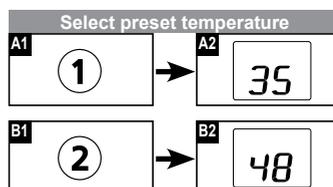
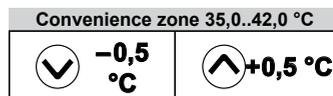
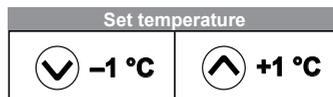
Note: If temperature is set below 20°C with arrow key (▼) the display shows “--” and the appliance switches off the heating function.

Note: If the water heater supplies a shower, the maximum temperature was reduced during initial operation. This limitation cannot be exceeded.

Programme buttons

The two programme buttons allow to quickly select the preset temperature. When pressing a programme key, the preset temperature is selected and displayed. The factory setting for programme ① is 35°C and for programme ② it is 48°C. To assign settings for the programme keys:

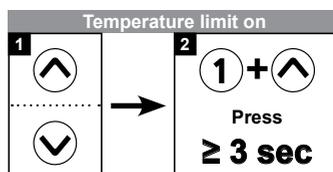
- Prolonged pressing of the programme key stores the previously selected temperature. The display changes from “P 1” or “P 2” to the newly stored temperature value. This newly set temperature is now available each time you press the corresponding program key.



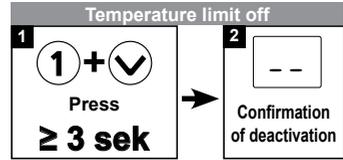
Temperature limitation

This instantaneous water heater is equipped with an optional temperature limiting function. This scalding protection is deactivated in the factory setting.

- Switch on: Select the limit temperature, then press ① and (▲) simultaneously for at least 3 sec. The display briefly confirms the activation by “H I”.
- Switch off: press program key ① and (▼) simultaneously for at least 3 sec. The display briefly confirms the deactivation by “--”.



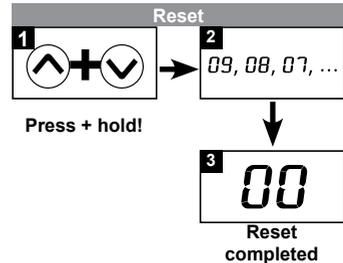
Note: By activation of the temperature limit also the programme keys are affected. Therefore, the fixed values of the programme keys must be checked after changing the temperature limitation.



Reset to factory setting

All factory settings can be recalled:

- Press and simultaneously. The display now counts backwards from "10" to "00" in second intervals. The appliance is reset at value "00"
- Stop pressing the keys prior to this to cancel the process.



How to save energy

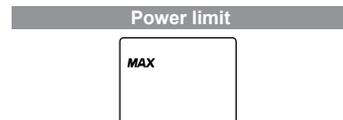
Set the exact temperature on the appliance and open the hot water tap. If the water feels too hot, do not add any cold water, instead, enter a lower temperature on the appliance. If you were to add cold water, the water already heated would cool down again and valuable energy would be wasted. Moreover, the cold water added in the tap is not covered by the control range of the electronic circuitry, with the result that a constant temperature is no longer guaranteed.

ECO mode

The symbol **ECO** shows that the appliance works in an energy saving mode (i.e. the momentary energy consumption is subject to the selected temperature and to the flow rate in the energy saving mode).

Power limit

- If the maximum power available from the appliance is insufficient to heat the volume of hot water being drawn off to the required temperature this will be indicated by "MAX" on the display.
- Reducing the flow rate will enable the required temperature to be delivered.



OPERATION

Top-up heating

When operating with preheated water (e.g. with solar systems), ensure that the maximum inlet temperature is not exceeded.

If the inlet temperature exceeds the setpoint, the icon  on the digital display indicates that the heating power is switched off.

Unit provides no output



MAINTENANCE & CLEANING

General cleaning

- Plastic surfaces and fittings should only be wiped with a damp cloth. Do not use abrasive or chlorine-based cleaning agents or solvents.
- For a good water supply, the outlet fittings (special tap aerators and shower heads) should be unscrewed and cleaned at regular intervals. Periodically, the electrical and plumbing components should be inspected by an authorised professional in order to ensure proper functioning and operational safety at all times.

Purging after maintenance work

This instantaneous water heater features an automatic air bubble protection system to prevent it from inadvertently running dry. Nevertheless, the appliance must be purged of air before using it for the first time. Each time the appliance is emptied (e.g. after work on the plumbing system, if there is a risk of frost or following repair work), the appliance must be re-purged before it is used again.

- Disconnect the instantaneous water heater from the mains power supply.
- Unscrew the jet regulator on the outlet fitting and open the cold water tap valve to flush out the water pipe and avoid contaminating the appliance or the jet regulator.
- Open and close the hot water tap until no more air emerges from the pipe and all air has been eliminated from the water heater.
- Only then should you re-connect the power supply again to the instantaneous water heater and screw the jet regulator back in.
- The appliance activates the heater after approx. 10 seconds of continuous water flow.

FAULT FINDING

This instantaneous water heater was manufactured, thoroughly inspected & tested before delivery. Use the following fault finding information to diagnose the fault or seek remedial action.

- Repairs should only be carried out by competent persons familiar with electric instantaneous water heaters.
- All service work should be performed by an authorized Zip service engineer – for details of the full range of services available call Zip on **0345 6 005 005**.
- When calling for service, please always specify the appliance model and serial number.

Problem	Cause	Solution
Water stays cold, digital display does not light up	Circuit breaker tripped	Reset circuit breaker
	Safety pressure cut-out tripped	Contact Zip Service to reset SDB
Water stays cold, digital display does light up	Safety thermal cut-out tripped	Contact Zip Service to reset STB
Display flashes error message “Er”	Control system has switched off	Switch fuse off and on. If “Er” still flashes contact Zip service
Poor hot water flow rate	Outlet fitting dirty or calcified	Clean shower head or tap nozzle
	Fine filter dirty or calcified	Contact Zip Service to clean fine filter
Selected temperature not achieved, “MAX” lights up	Excessive water flow rate	Reduce water flow rate at the outlet
Selected temperature not achieved “MAX” does not light	Cold water has been added at the outlet	Set for required temperature and tap hot water only
Symbol “sun” lights up	Inlet temperature exceeding set point	Reduce inlet temperature
Water heats up but display fails to operate	Display lead plug not properly connected	Contact Zip Service to connect display lead correctly

If the connection cable is damaged, it must be replaced with an original spare cable from the manufacturer by an authorised technician in order to avoid any hazards.

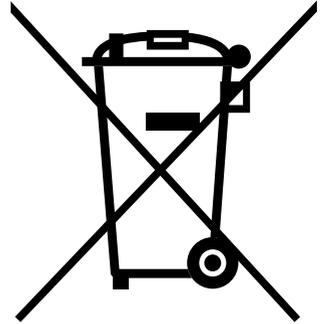
If you cannot rectify the fault with the aid of the troubleshooting table, please contact customer service.

END OF LIFE DISPOSAL

The use of this crossed out wheeled bin logo indicates that this product needs to be disposed of separately to any other household waste.

Within each of the European Union member countries, provisions have been made for the collection and recycling of unwanted electrical and electronic equipment.

In order to preserve our environment we ask that you dispose of this product correctly. Please contact Zip Customer Service for advice on 0345 6 005 005.



WARRANTY

The Zip appliance you have chosen is precision-built from the finest materials available and should give many years of trouble free service.

Certain warranties may be implied by law into your contract with Zip. The warranty provided below is additional to these implied warranties and nothing set out below shall limit your statutory rights or rights at law.

Zip Water UK warrants that, should any part fail within 12 calendar months of installation, that part will be repaired or replaced free of charge by Zip or its Distributor or Service Provider, except as set out below, provided the appliance is installed and used strictly in accordance with the instructions supplied, and that failure is not due to accident, misuse, abuse, unsuitable water conditions, or to any alteration, modification or repair by any party not expressly nominated by Zip.

No costs are payable by the customer other than any mileage or travelling-time charges incurred by a Zip Service Provider or the cost of removal, cartage and re-installation of any component of the appliance if it needs to be returned for repair to Zip or its Distributor.

This warranty does not cover damage resulting from non-operation of the appliance or consequential damage to any other goods, furnishings or property.

Zip does not exclude, restrict or modify any liability that cannot be excluded, restricted or modified or which cannot, except to a limited extent, be excluded, restricted or

WARRANTY

modified as between the owner or user and Zip under the laws applicable.

Furthermore, this warranty does not displace any statutory warranty, but, to the extent to which Zip is entitled to do so, the liability of Zip under any statutory warranty will be limited at Zip's option to the replacement of the appliance or supply of equivalent appliance, the payment of the cost of replacing the appliance or acquiring an equivalent appliance, or the payment of the cost of having the appliance repaired or the repair of the appliance.

Note It is our policy to continually improve products and as such we reserve the right to alter data, specifications and component parts without prior notice.

To ensure you have the latest revision of this instruction manual, please visit www.zipwater.co.uk to download the latest copy.

IMPORTANT

No liability is accepted for incorrect use of this product.



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